

Directions: Please complete shaded areas below.

Department Name: Finance, Tax Collector
Project Name: Tax Collector IVR – Customer Payments and Information
Project Amount: \$325,000
Preparer Name & Contact Information: Carl Strowd, 305-375-4748

Project Type: Please check (✓) one.

☒ Enterprise ☐ Communities of Interest ☐ Department Specific

Funding Source: Please check (✓) one.

☒ GF Capital ☐ Proprietary Capital

☐ **Mandated Requirement**
(If checked (✓), please indicate who is mandating this request as well as the time frame)

Department Priority of Initiative (1, 2, 3, etc.)

Section A

Background:

The Tax Collector's Office, in conjunction with ETSD, recently implemented a new Enterprise Interactive Voice Response (IVR) system. The IVR accommodates current and future technological capabilities, including voice recognition prompts, multiple languages, on-line searches and/or inquiries for specific property folio information regarding taxes and transactions. However, it requires two additional modules which this project is designed to address:

1. **Pay By Phone**, the Finance Department's top priority, is a proposed additional component of the newly created Enterprise IVR Phone System and complements the Enterprise Internet E-Checking System, both of which were jointly developed by ETSD and the Finance Department. The Pay By Phone Project will provide tax payers with the convenience of being able to pay taxes over the phone using their savings or checking account. In the past, property tax payers, who contribute over three billion dollars of Miami-Dade's annual five billion dollar budget, have only been able to mail in payments or pay in person, sometimes having to wait in line for up to two hours during peak business cycles. The new IVR System has already proven to be a major convenience to the public, providing them with almost instant tax related information. The new Enterprise Internet E-Checking System is also quickly gaining popularity with tax payers. The Pay By Phone system will prove to be especially convenient for taxpayers who do not have access to the Internet and it is expected to significantly reduce government costs.
2. The current IVR system is limited to providing information about Property Taxes. The other part of this project would expand the system capabilities to include information for customers about **Occupational Licenses and Auto Tags**.

Problem Statement:

See above.

Solution:

Working in conjunction with ETSD, we are proposing to develop and implement a Pay By Phone module integrated with the newly created IVR System. This system will allow tax payers to pay their tax bills over the phone using a checking or savings account. Furthermore, the system capabilities will be expanded to include Occupational License and Auto Tag information.

Expected Benefits / Direct Payback:

The ability to pay tax bills by phone directly benefits the public by “delivering excellence” in facilitating the payment of taxes. This convenience will result in a more satisfied public, reducing complaints to the Commissioners and others. People who do not have access to the Internet will be able to enjoy the advantages of electronic payments by using their phones. This in turn will help reduce long payment lines and the uncertainty taxpayers confront when using the mail to make last minute payments.

County Government will also realize benefits. Using electronic phone payments will save considerable money by reducing the manual process of collecting and recording payments in-house. Errors in over and underpayment of bills will be greatly reduced and funds will be guaranteed electronically, thereby avoiding the time consuming problem of collecting on bad checks. In short, the benefits to both the public and the County considerably outweigh the relatively small cost of this IVR Customer Payment and Information project

In addition, by expanding the IVR to include Occupational License and Auto Tag information, the customer will enjoy consistent phone features across all the services the Tax Collector provides.